

**APPENDIX B: SUBSTITUTE ABSTRACT**

### SUBSTITUTE ABSTRACT

A system for social service case management that facilitates storage and querying of social services data in a knowledge base in order to provide quantitative accountability for social services via a navigable user interface. The method includes the tracking and assessment of social services based on a defined list of client barriers to success and an indication of the severity of each barrier, and then objectively tracking progress of the social worker based on the reduction of severity and/or elimination of those barriers. The method is implemented in software form using a structured relational database whereby storage tables are inter-related by one or more shared fields. All of the foregoing method steps are administered to and by the social worker using a navigable user interface. The graphical user interface includes a plurality of single-click buttons each for initiating a pre-determined SQL query for allowing a user to generate a report for maintaining quantitative accountability for social services.

IN THE ABSTRACT:

Please amend the abstract as follows, shown in redline format. A clean Substitute Abstract is provided herewith (Appendix B):

A system for social service case management that [tat] facilitates storage and querying of social services data in a knowledge base [knowledgebase] in order to provide quantitative accountability for social services via a navigable user interface. The method includes the tracking and assessment of social services based on a defined list of client barriers to success and an indication of the severity of each barrier, and then objectively tracking progress of the social worker based on the reduction of severity and/or elimination of those barriers. The method is implemented in software form using a structured relational database whereby storage tables are inter-related by one or more shared fields. All of the foregoing method steps are administered to and by the social worker using a navigable user interface. The graphical user interface includes a plurality of single-click buttons each for initiating a pre-determined SQL query for allowing a user to generate a report for maintaining quantitative accountability for social services.